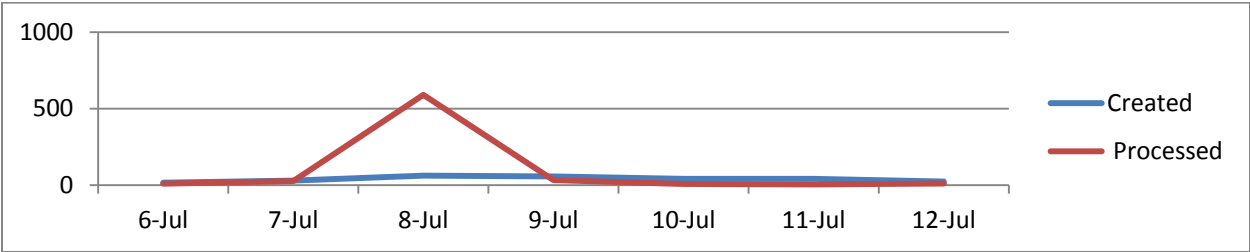


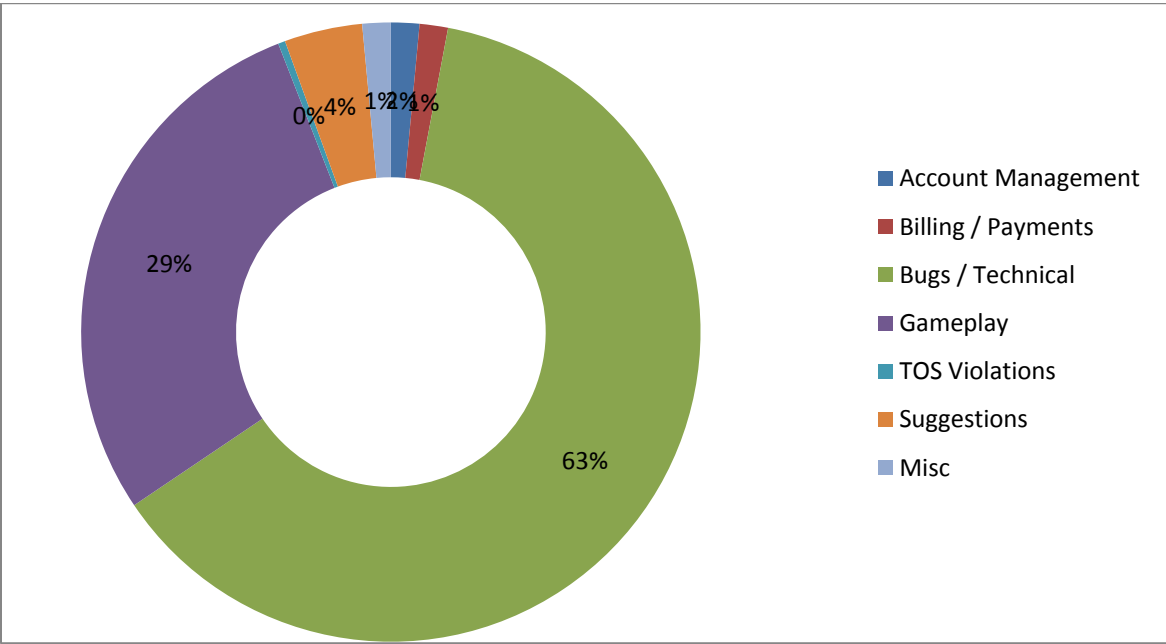
GX Social Weekly Report: Disney Hidden Worlds

July 6-12, 2014	Total New Tickets: 270	Total Processed: 683
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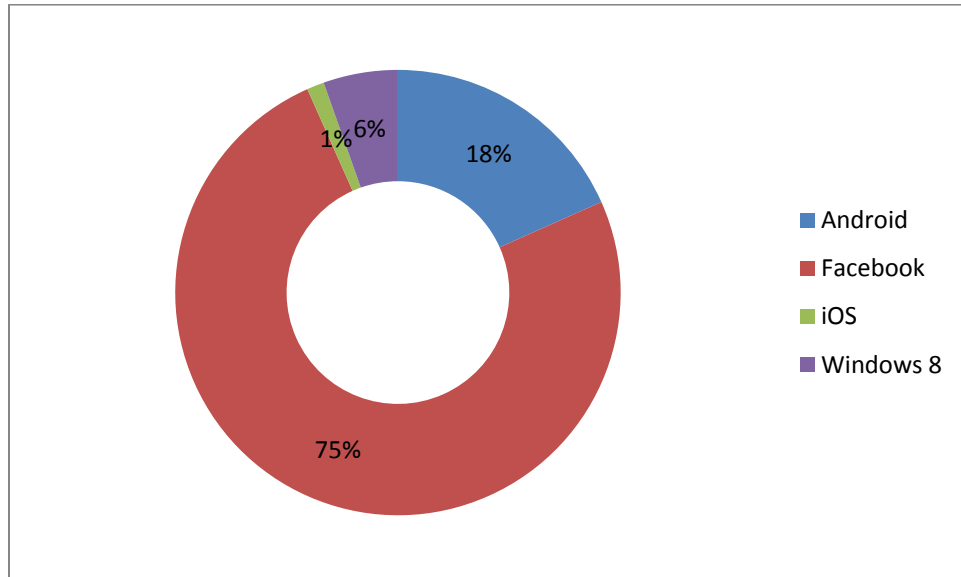
New Tickets vs Processed Tickets Day by Day



Contacts by Category



Contacts by Platform



Top 10 Categories

Rank	Category	% of Tickets
1	Bugs / Technical::Missing Items / Progress	18.89%
2	Bugs / Technical::Gifts / Invites	14.07%
3	Bugs / Technical	13.70%
4	Gameplay	11.85%
5	Bugs / Technical::Quest Will Not Complete	11.85%
6	Gameplay::Unlocking New Content	8.52%
7	Gameplay::Collections / Achievements	7.41%
8	Suggestion	4.07%
9	Bugs / Technical::Game Not Loading	4.07%
10	Billing / Payments	1.48%

Disney Hidden Worlds - Social

Monthly Gross Revenue (MTD)

\$112,000.00

(through July 13)

Support Issues

(Unchanged)

Chrona's House - players are unable to complete upgrades

Players are missing friends within the friend selector menu

Accidental purchases

DHW Community

Total Fans 97.65 1.00%

Total Fan Page Reach 9.4k -54.30%

New Fan Page Likes 972 -47.70%

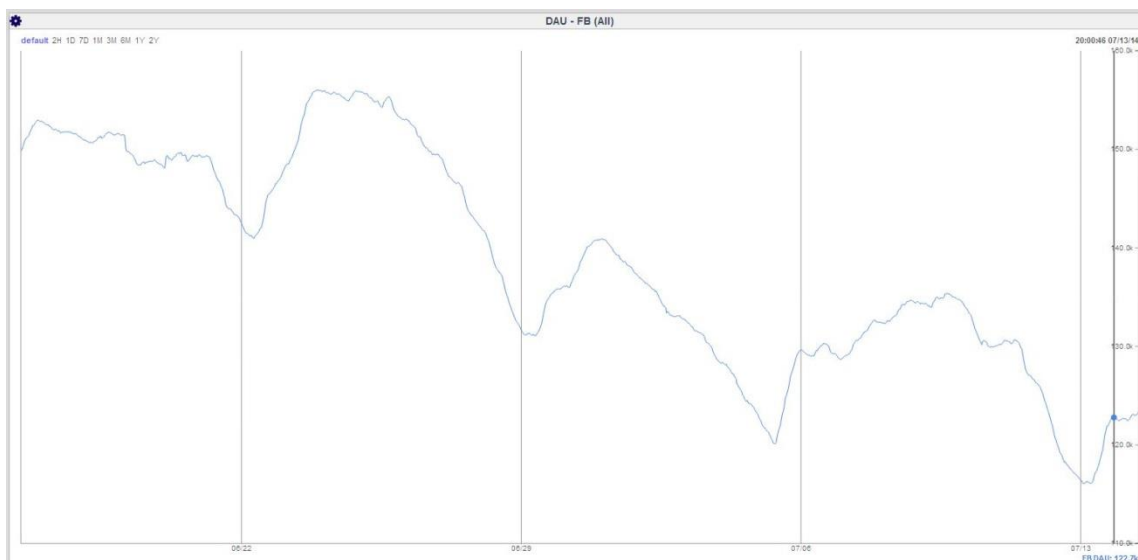
New Fan Page Comments 401

New Post Clicks 12.4k

Fan Page Summary: Due to the Fan Page not being updated on a daily basis (as is customary with titles that are planning on sun-setting in the near future), the activity level is continues to decrease.

Forum Summary: Forum activity has slowed down considerably due to the large gaps in content releases.

Figure 1: DHW - 6 week DAU



Disney Hidden Worlds MOBILE		
Monthly Revenue (MTD)	\$70	
Mobile Downloads (MTD)	50	
Current App Rating	iOS: 3.1	Android: 3.8

Current Game Data	
Latest Update	16-Apr-14
Current Version	(ALL) 2.6

Community	Sample App Reviews
<p>I can't get past the date of birth. Can anyone help me?</p> <p>I love this game!!! It is so fun!! I would recommend it to anyone that loves Disney and fairy tales.</p> <p>I am stuck at Bells house and it just keeps saying everything is locked. I have tried to go back to do more hidden object scenes & it won't let me!</p>	

Points of Interest
<p>US attributes to most of the Gross Revenue</p> <p>Hidden Worlds will be sunset on iOS, Android, and Facebook, but will be available on Windows Mobile.</p> <p>More than 50% of our Android reviews are players who can't get past the age date - not because they are underage, but the format of the birthdate is not US standard format month, day, year - but day month year.</p>

Figure 2: DHW DAU - 6 Week



Sunset of Hidden Worlds

Disney Hidden Worlds will sunset on Facebook, iOS and Android .

The last update will include Frozen content, and sunset messaging. At this time, monetization will be turned off.

Players of sunsetting titles frequently request decreased pricing (to low or free) for in-game content, until the game is no longer playable - approximately 30 days after the update. Players had been looking forward to Frozen content since its preview in the games teaser section.

We can expect the following from the community during the sunset:

- Articles detailing the sunset, that include screenshots and text of the sunset message
- An increase number of contacts from players: refund requests, petitions.

Disney Hidden Worlds for Windows

Disney Hidden Worlds will continue to operate on Windows platforms.

<http://www.windowsphone.com/en-us/store/app/disney-hidden-worlds/39b40e68-d74c-4723-9701-c2bb44682a00>

<http://apps.microsoft.com/windows/en-us/app/disney-hidden-worlds/a16336c5-1eef-4cd5-8402-46f816565200>

Upcoming Support News

Mid July: Nap 7 change-over for GSAT; we do not expect significant service interruption.